

mira
Divisa



Mira Divisa Electric Shower Installation and User Guide

These instructions are to be left with the user

Contents

- Introduction 3**
- Guarantee..... 4**
 - Patents and Design Registration..... 4
- Important Safety Information 5**
 - Warning! 5
 - Caution! 6
- Pack Contents Checklist 7**
- Specifications 8**
- Installation Requirements 8**
- Installation 11**
 - Installation of Mira Divisa 11
 - Installation of Overhead and Handset 14
- Commissioning 16**
- User Instructions 19**
- Fault Diagnosis..... 22**
 - Heater Settings..... 22
- Wiring Diagram 25**
- Maintenance..... 26**
 - Inlet Filter - Cleaning/Renewing 26
 - Handset - Cleaning..... 27
- Spare Parts 28**
- Dimensions 30**
- Customer Services 31**

Introduction

Thank you for purchasing a quality Mira product. To enjoy the full potential of your new product, please take time to read this guide thoroughly. Having done so, keep it handy for future reference.

The Mira Divisa is an electric shower with separate controls for power selection and temperature/flow adjustment. A unique valve stabilises temperature changes caused by water pressure fluctuations. These can result from taps being turned on/off, or toilets being flushed. Water is either delivered through the main overhead or a slimline handset which magnetically fixes to the shower unit when not in use. Water flow to either of the shower outlets is determined by a diverter handle at the base of the unit

Mira Divisa 9.0 kW

A 9.0 kW 240V AC (8.2 kW 230V AC) heater with overhead and slimline handset. Supplied complete with flexible hose. Available in white/chrome.

Mira Divisa 9.8 kW

A 9.8 kW 240V AC (9.0 kW 230V AC) heater with overhead and slimline handset. Supplied complete with flexible hose. Available in white/chrome.

Mira Divisa 10.8 kW

A 10.8 kW 240V AC (9.9 kW 230V AC) heater with overhead and slimline handset. Supplied complete with flexible hose. Available in white/chrome.

If you experience any difficulty with the installation or operation of your new Electric Shower, please refer to 'Fault Diagnosis', before contacting Kohler Mira Ltd. Our telephone and fax numbers can be found in the back pages of this guide.

Recommended Usage	
Domestic	✓
Light Commercial	✗
Heavy Commercial	✗
Healthcare	✗

Guarantee

For **domestic installations**, Mira Showers guarantee the Mira Divisa against any defect in materials or workmanship for a period of **two** years from the date of purchase (overhead, handset and hose for one year).

For **non-domestic installations**, Mira Showers guarantee the Mira Divisa against any defect in materials or workmanship for a period of **one** year from the date of purchase.

For terms and conditions refer to section “**Customer Services**”.

Patents and Design Registration

Design Registration	001065023-0005, -0006
Patents	GB: 2 341 667, 2 404 000, 2 428 286. Eire: 82835
Patent Applications	UK: 2 427 460 Eire: 2004/0483, 2006/0462, 2008/0289.

Important Safety Information

Installation must be carried out in accordance with these instructions, and must be conducted by designated, qualified and competent personnel.

Warning!

Follow all warnings, cautions and instructions contained in this guide, and on or inside the appliance.

1. Products manufactured by us are safe and risk-free, provided that they are installed, used and maintained in good working order, in accordance with our instructions and recommendations.
2. Isolate the electrical and water supplies before connecting to the appliance.
3. Mains electrical connections are exposed when the cover is removed.
4. Refer to the wiring diagram before making any electrical connections (refer to the wiring diagram in this guide).
5. Make sure that this guide is left with the user.
6. **DO NOT** commission this appliance if water leaks from the unit or the heater tank pressure relief valve (bottom of the tank).
7. **DO NOT** fit any form of outlet control (e.g. Trigger handset) as the outlet acts as a vent for the tank body. Only Mira recommended outlet fittings should be used.
8. Make sure all electrical connections are tight, to prevent overheating.
9. The shower unit must not be fitted where it may be exposed to freezing conditions. Make sure that any pipework that could become frozen is properly insulated. Warning, do not operate this appliance if it appears to be frozen, allow to thaw and then contact your installer before using again.
10. This product is not suitable for areas with high humidity (i.e steam rooms).
11. **THE APPLIANCE MUST BE EARTHED. MAKE SURE SUPPLEMENTARY BONDING COMPLIES WITH THE “REQUIREMENTS FOR ELECTRICAL INSTALLATIONS”.**
This appliance is intended to be permanently connected to the fixed electrical wiring of the mains system.
12. If the wiring layout is changed or amended, the product functionality and safety may be affected.
13. This appliance contains magnets. Users fitted with a heart pacemaker or ICD should follow their normal safety precautions for products that contain magnets. The magnets are located down the left side of the main unit. There are no magnets in the shower handset.

Caution!

1. The electrical installation must comply to “BS 7671 - Requirements for Electrical Installations”, commonly referred to as the IEE Wiring Regulations - Part 7, or any particular regulations and practices, specified by the local electricity supply company.
2. The plumbing installation must comply with the requirements of UK Water Regulations/Bye-laws (Scotland), Building Regulations or any particular regulations and practices, specified by the local water company or water undertakers.
3. Make sure that users fully understand how to operate the shower and that it should be maintained properly in accordance with the instructions given in this guide.
4. Anyone who may have difficulty understanding or operating the controls of any shower should be attended whilst showering. Particular consideration should be given to:
 - 4.1. The young.
 - 4.2. The elderly.
 - 4.3. The infirm.
 - 4.4. The disabled.
 - 4.5. Anyone who suffers from a medical condition that can result in temporary incapacity (e.g. epilepsy or blackouts).
 - 4.6. Anyone inexperienced in the correct operation of the controls.
5. Children should be supervised to make sure that they do not play with the appliance.
6. Sunburn or skin conditions can increase sensitivity to hot water. Users should make sure that the shower is set to a cooler temperature if required.
7. If any of the following conditions occur, isolate the electricity and water supplies and refer to “To contact us”, in the back pages of this guide:
 - 7.1. If the cover is not correctly fitted and water has entered the appliance case.
 - 7.2. If the case is damaged.
 - 7.3. If the appliance begins to make an odd noise, smell or smoke.
 - 7.4. If the appliance shows signs of a distinct change in performance, indicating a need for maintenance.
 - 7.5. **DO NOT** operate if water leaks from the appliance.
8. When the appliance has reached the end of its serviceable life, it should be disposed of in a safe manner, in accordance with current local authority recycling or waste disposal policy.

Pack Contents Checklist

☒ Tick the appropriate boxes to familiarise yourself with the part names and to confirm that the parts are included.

Mira Divisa

☐ 1 x Part C

☐ 1 x Bracket

☐ 1 x Part D

☐ 1 x Shroud

☐ 1 x Handset Holder

☐ 1 x Overhead

☐ 1 x Part B

☐ 1 x Hose

☐ 1 x Main Unit (Part A)

☐ 1 x Handset

☐ 2 x Screw Pack

Documentation

- ☐ 1 x Guarantee Registration Document
- ☐ 1 x Installation Template & Checklist

Specifications

1. Plumbing

- Minimum maintained inlet pressure for 9.0 kW and 9.8 kW, 70 kPa (0.7 bar) for satisfactory operation.
- Minimum maintained inlet pressure for 10.8 kW, 100 kPa (1.0 bar) for satisfactory operation.
- Maximum static inlet pressure 1000 kPa (10 bar).
- Minimum static pressure 20 kPa (0.2 bar) to keep the inlet valve closed.

2. Electrical

- The Mira Divisa 9.0 kW requires a 40 Amp circuit protection device.
- The Mira Divisa 9.8 kW requires a 45 Amp circuit protection device.
- The Mira Divisa 10.8 kW requires a 45 Amp circuit protection device.
- The terminal block will accept cable up to 16 mm².

3. Standards and Approvals

- The Mira Divisa complies with all relevant directives for CE marking.

Installation Requirements

1. Plumbing

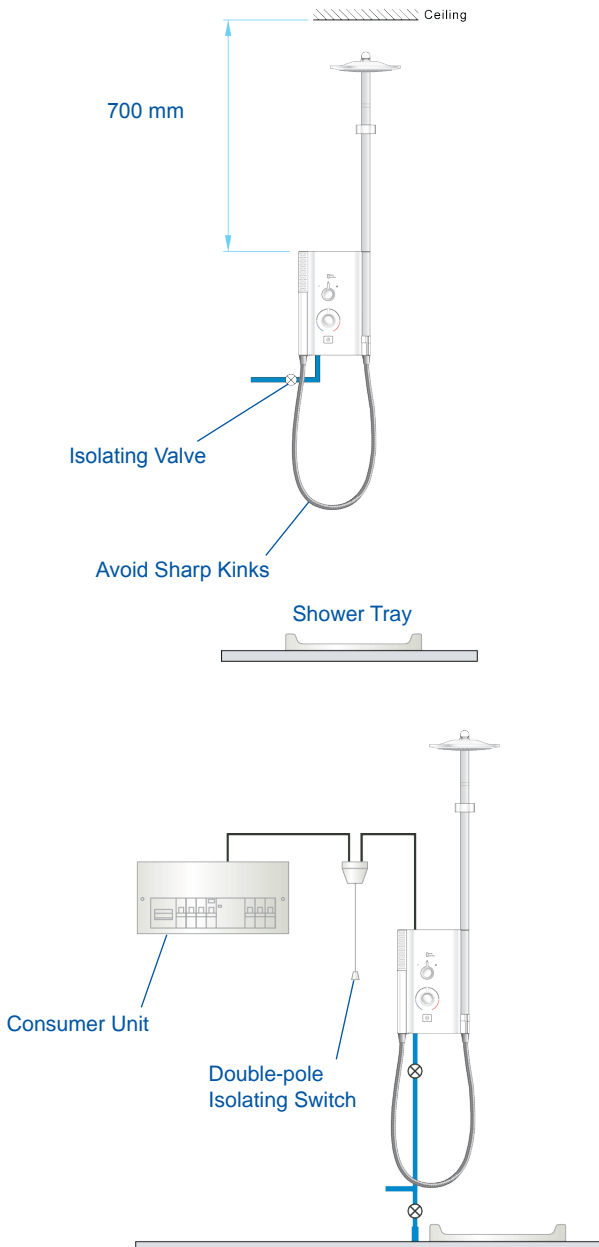
- When installed in very hard water areas (above 200 ppm temporary hardness) your installer may advise the installation of a water treatment device, to reduce the effects of limescale formation. Your local water company will be able to advise the hardness of water in your area.
- A non-restrictive (free flowing) isolating valve **MUST** be fitted in the cold water supply pipe to allow the complete maintenance of the appliance. Do not use a valve with a loose washer plate (jumper) as this can lead to a build up of static pressures.
- To comply with Water Regulations, two single check valves are fitted to the outlet of the shower to prevent contamination from backsiphoning. **Double inlet check valves are not required** and may cause a pressure build up which could exceed the maximum static inlet pressure for the appliance.
- The appliance is suitable for installation within the shower area. It is fitted with a pressure relief device and must be positioned over a water catchment area with the controls at a convenient height for all users.
- The appliance must be fitted on to a finished flat and even wall surface (this wall surface should be tiled or waterproofed). **DO NOT** fit the appliance to the wall and tile up to the case, or apply any type of sealant around the appliance. For safety requirements, an air gap must be left behind the appliance.

- Avoid layouts where the shower hose will be sharply kinked. This may reduce the life of the hose.
- Supply pipework **MUST** be flushed to clear debris before connecting to the appliance.
- To avoid damage to the case when soldered fittings are used, pre-solder the pipework and fittings before connecting them to the inlet connector assembly. Refrain from applying excessive force when making any connections. Always provide mechanical support when making the plumbing connections.
- The appliance is fitted with a brass inlet compression assembly for connecting to a 15 mm supply pipe from the top, bottom or back. The fitting of double checkvalves in the inlet supply to the appliance, can cause a pressure build-up, which could exceed the maximum static inlet pressure and damage the appliance.

2. Electrical

- In a domestic installation, the rating of the electricity supplier's fuse and the consumer unit must be adequate for the additional demand. All Mira electric showers are high power units, it is essential to contact your electricity supplier to ensure that the supply is adequate for the product. Voltage drop due to local heavy demand will reduce the shower's performance.
- The appliance **must be earthed** by connecting the supply-cable earth conductor to the earth terminal. Supplementary bonding: Within the bathroom or shower room, all accessible conductive parts of electrical equipment and extraneous conductive parts (metal parts) that are likely to introduce earth potential, must be electrically bonded in accordance with BS7671.
- The minimum cable size (cross-sectional area) required should be in accordance with BS 7671.
- As a guide only, and in accordance with BS 7671 we recommend close circuit protection: i.e. 9.8 kW = 45 Amp
- A 30mA Residual Current Device (RCD) **MUST** be included in the electrical circuit. This may be part of the consumer unit or a separate unit.
- A separate, permanently connected supply must be taken from the consumer unit to the appliance through a double-pole switch, which has at least 3 mm contact separation. The switch can be a ceiling mounted pullcord type within the shower room or a wall mounted switch fitted in the applicable zone area.

- **DO NOT** exert strain on the terminal block. Make sure that the electrical connections are tightly screwed down.
- **DO NOT** turn-on the electrical supply until the plumbing has been completed.

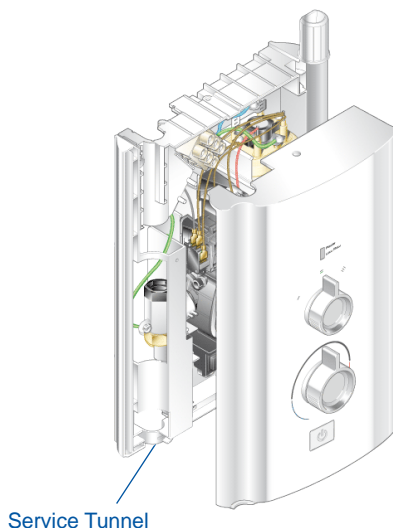


Installation

Installation of Mira Divisa

- ▶ **Warning!** Turn off the electrical and water supplies before proceeding with the installation of the Mira Divisa. The electricity must be turned off at the mains and the appropriate circuit fuse electrically isolated, if applicable.

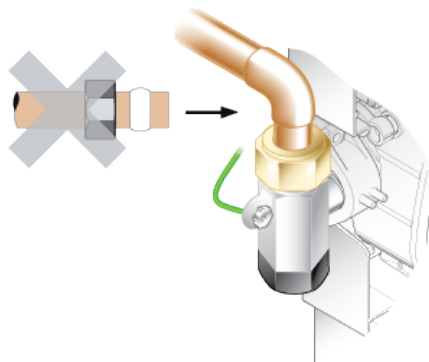
- ▶ Remove the three cover retaining screws.
- ▶ Remove the cover.
- ▶ Remove the service tunnel.



- ▶ Determine the direction of the inlet water supply: top (falling), bottom (rising), or back inlet.

Note! Make sure that the back inlet does not go directly back into the wall. Use a soldered elbow.

- ▶ Swivel the inlet connector to suit. **Remove the inlet blanking cap.** Avoid trapping the green earth bonding wire.



- ▶ **Thoroughly flush the mains-fed cold water supply pipe. The supply must be clean and free from debris BEFORE connecting the Mira Divisa.**

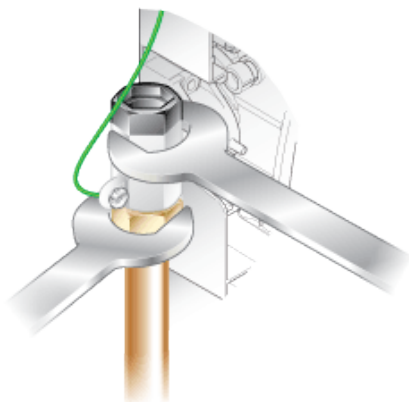
To flush the pipework, turn on the water supply and drain a minimum of 10 litres (2 gallons) of water into a bucket or catchment area. Turn off the water supply.

- ▶ An installation template and checklist is supplied to help you install the Mira Divisa.

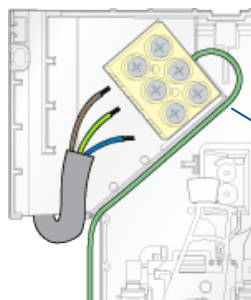
Mark the positions of the fixing holes to secure the shower to the wall. Before drilling into the wall, make sure that the holes are clear of any buried cables or pipework. Make sure that a sufficient length of electrical supply cable is available for connection to the terminal block.

- ▶ Drill and plug the fixing holes. Secure the shower to the wall with the three screws provided. Alternative screw fixings (not supplied) may be necessary for some wall structures.

- ▶ Install the mains-fed cold water supply pipe. Do not overtighten.

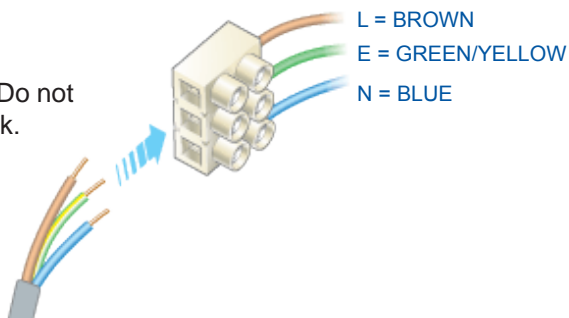


- ▶ Feed cable into case. Fit earth sleeve (not supplied) and strip insulation.



Important! Make sure that the inlet earth wire is routed as shown. Failure to do so may cause product malfunction.

- Firmly connect the conductors. Do not exert strain on the terminal block.



- Two case inserts are supplied with the Mira Divisa which may be trimmed to suit the supplies entering the product.

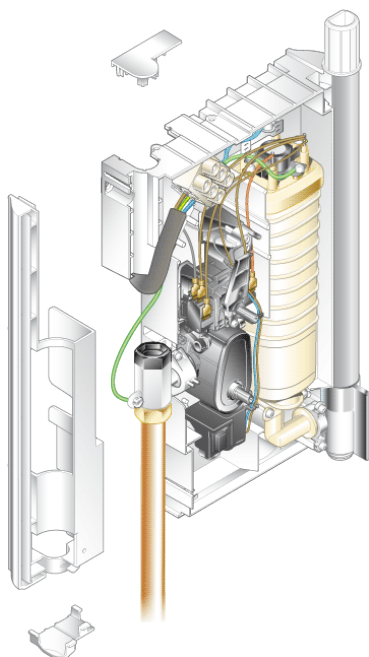
- Fit the lower case insert to the service tunnel

- Refit the service tunnel to the shower.

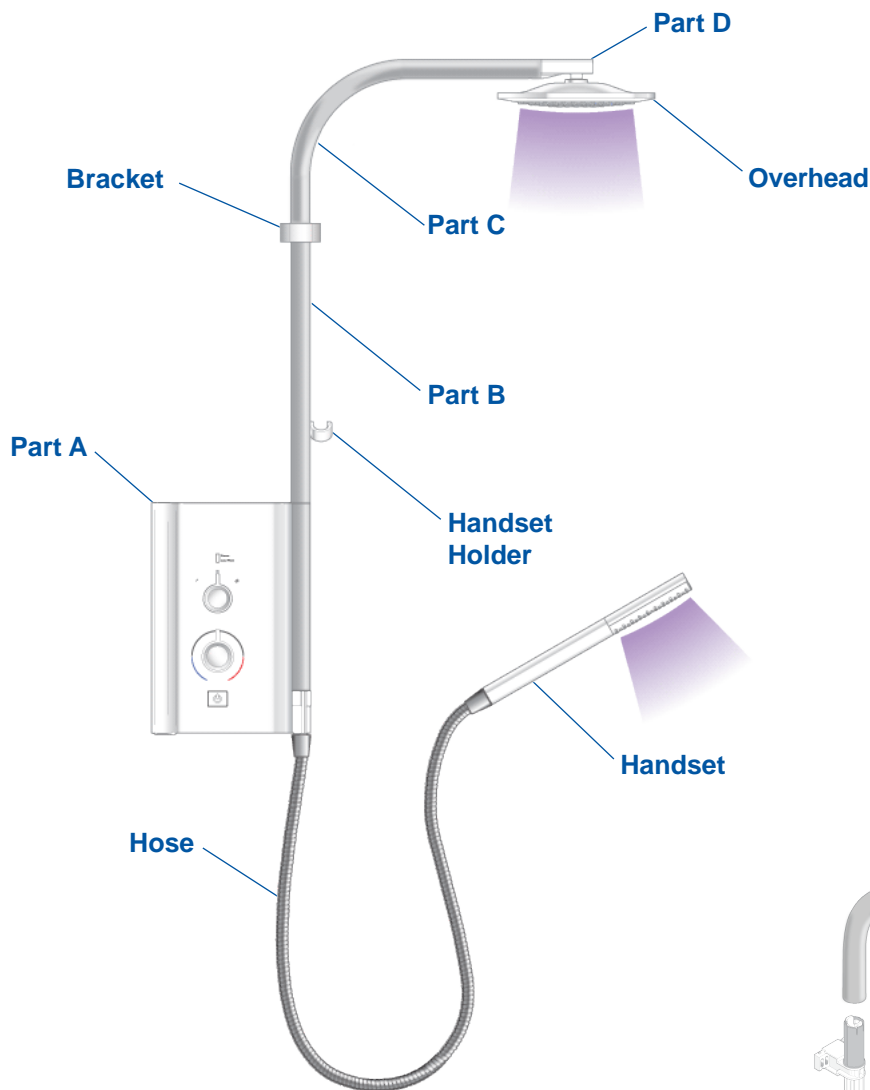
- Refit the cover. Make sure that it fits correctly. Do not overtighten screws.

- Do not use alternative screws to secure the cover. This can cause internal damage to the appliance. Do not seal around the back of appliance.

- Fit the upper case insert.



Installation of Overhead and Handset



- Decide on the position and fix the handset holder to part B using the two screws provided.

Note! The handset holder cannot be assembled or adjusted easily after installation is completed.

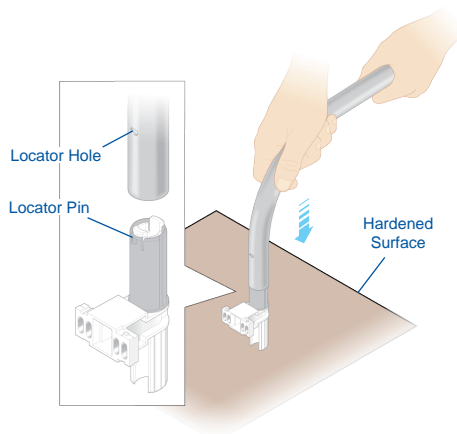
- Feed the plastic pipe through part B and assemble part B to part A.



▶ Assemble the grey part of the bracket to part C as shown until it locks. Feed plastic pipe through and assemble both to part B. Then mark the bracket holes (one per side).

▶ Remove parts B, C and the bracket and separate part B. Drill and plug the holes. **Do not drill into buried pipes or cables.**

Alternative screw fixings (not supplied) may be necessary for some wall structures.



▶ Feed plastic pipe back through part B and part C and then refit part B to part A. Secure the bracket to the wall and fit the Shroud.

Note! Make sure the handset holder is the right way up.

▶ Make sure all parts are pushed fully home so the excess plastic pipe is within the dimension shown.



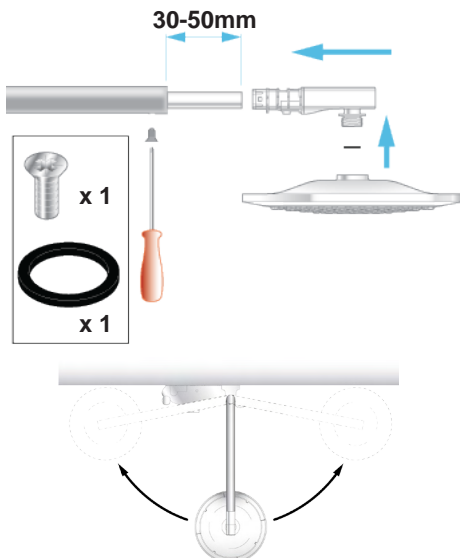
▶ Grip plastic pipe and feed into part D. Push plastic pipe fully home to make sure of seal.

Tip: using washing up liquid may aid assembly of plastic pipe to part D.

▶ Secure with retaining screw, then fit overhead and washer to part D.

▶ Check overhead is level and free to move as shown.

▶ Place one flat seal in both ends of hose and fit one end to Part A. Fit handset to hose.

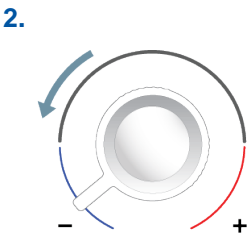


Commissioning

If you are unsure how an electric shower works, please read through the **User Instructions** section before continuing.



Electrical supply is turned off at the mains.



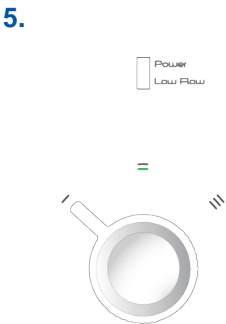
Turn control to full cold.



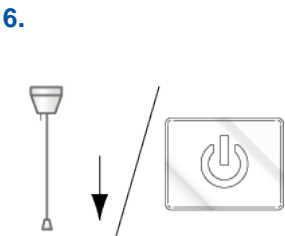
Turn water supply fully on.



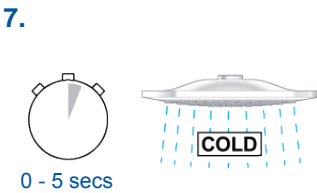
Check for water leaks.



Set control to LOW



Switch on electrical supply and press the 'Start/Stop' button.



Water will be at full force and at cool temperature.

8.



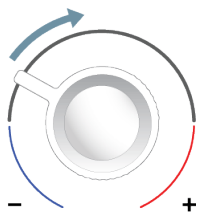
Switch water flow from overhead to handset 2-3 times to test operation.

9.



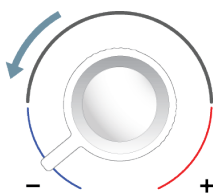
Check whole shower for leaks.

10.



Turn control slowly. Temperature remains cool and flow is reduced.

11.



Turn control to full cold.

12.



Set control to MEDIUM.

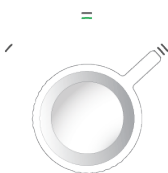
13.



5 - 10 secs

Temperature will rise slightly.

14.



Set control to HIGH.

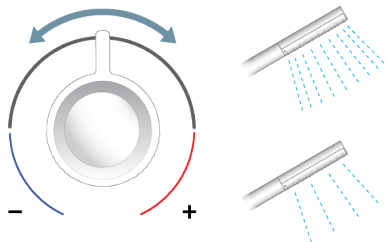
15.



5 - 10 secs

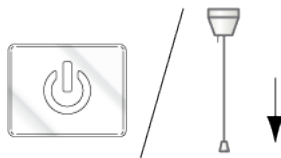
Temperature will rise further.

16.



Adjust temperature as required.
Flow rate will adjust automatically.

17.



Press STOP and isolate power.

18.



Shower will purge water for a few seconds.

19.



Residual water may drain over a few minutes.

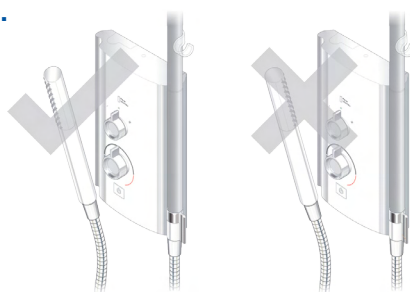
Note! A slight hissing sound may be heard from the Mira Divisa during operation. High mains water pressure and high shower temperatures will affect the tone. This is quite normal in use.

20.



Handset may be kept on handset holder or magnetically attached to main unit (Part A).

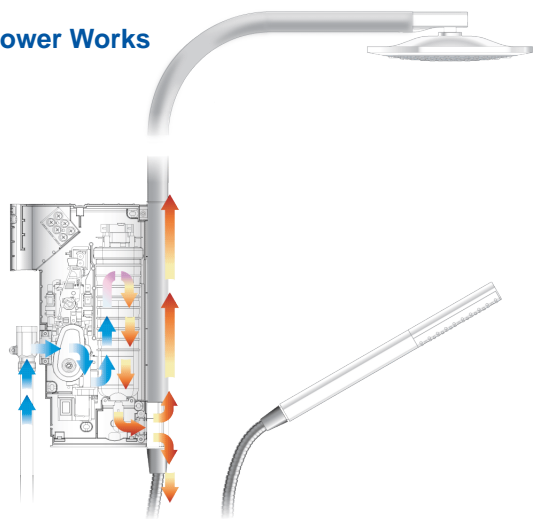
21.



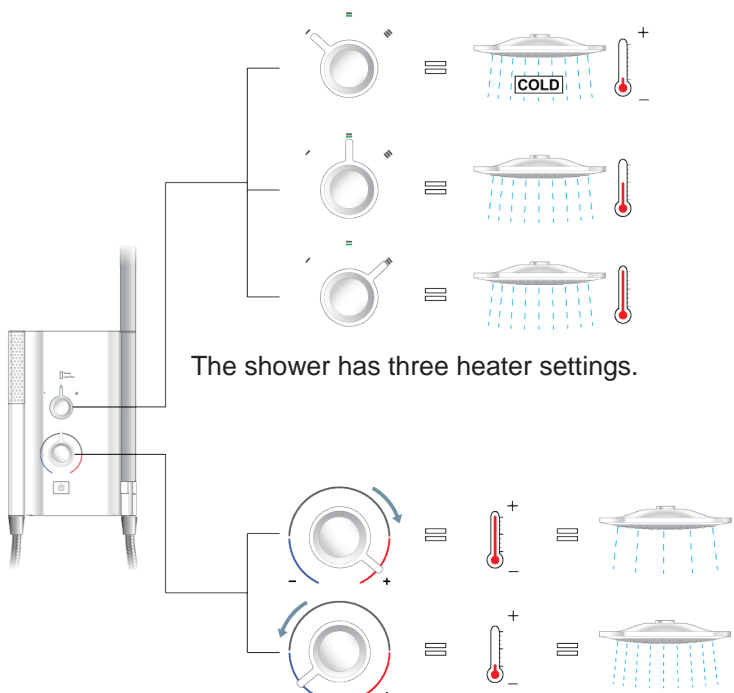
When storing handset, make sure spray nozzles are always pointing away from main unit.

User Instructions

How Your Electric Shower Works

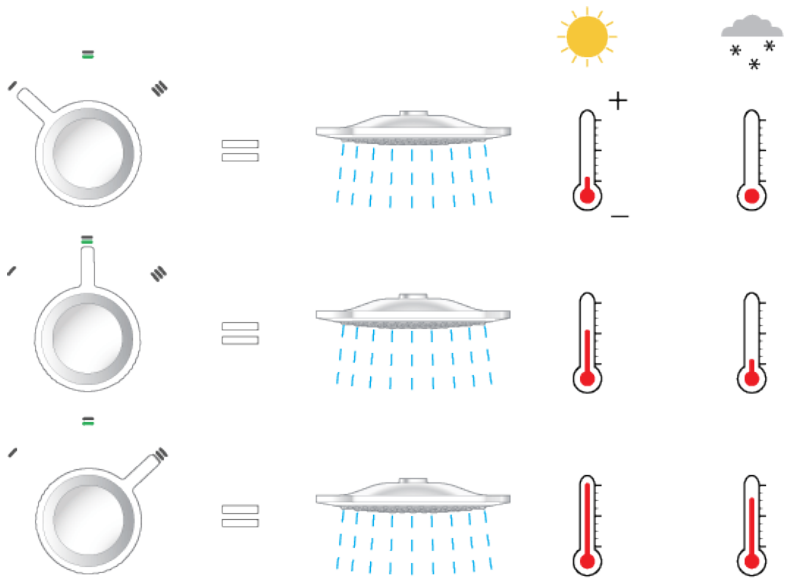


Hot water is produced by passing cold water through a heating tank.



The warmer the shower, the lower the flow rate and vice versa.

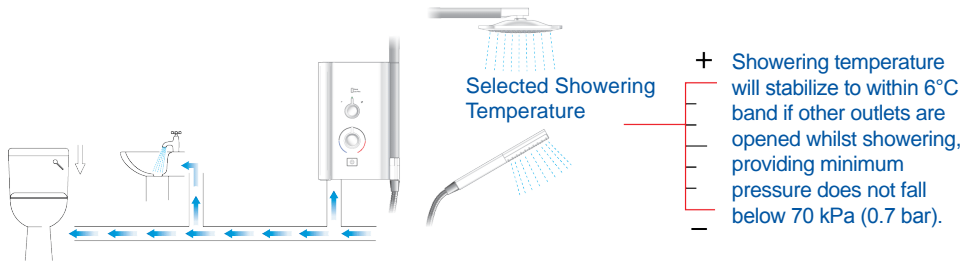
The Effect of Seasonal Changes



For a cold shower select LOW
For a summer warm shower select MEDIUM
For a winter warm shower select HIGH
Adjust the temperature as required
The flow rate will adjust automatically

The Effect of Other Water Devices

Example of how shower temperature stabilizes due to pressure changes.

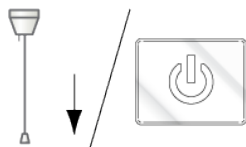


Water inlet pressure fluctuations due to other draw offs (e.g. flushing toilet) will cause the showering temperature to increase.

Using your Shower

Read the section "Important Safety Information" first.

1.



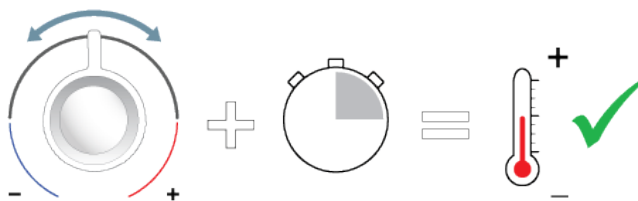
Switch on electrical supply and press 'Start/Stop' button

2.



Set desired heater level.

3.



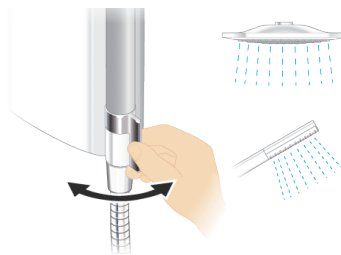
Allow 10 - 15 seconds for temperature adjustments to reach overhead/handset.

4.



Check water temperature before entering shower.

5.



Turn handle through 90° to switch flow between overhead and handset.

6.



Press STOP button. Shower flow will continue for a few seconds before stopping. Switch off electrical supply.

7.



A small amount of water may drain over a few minutes. Switch flow to overhead.

Note! At the end of every shower make sure that the overhead and handset point into the catchment area. A small amount of water may be retained in the overhead or handset after the shower has been turned off. This may drain over a few minutes.

Fault Diagnosis

The trouble shooting information tabled below gives details on probable causes and remedies should difficulties be encountered whilst the shower is in operation.

Warning! There are no user serviceable components beneath the cover of the appliance. **Only a competent tradesperson should remove the front cover!**

Heater Settings



Symptom	Power Light	Low Flow Light	Heater Low/ Med/ High	Probable Cause	Probable Remedy
Appliance fails to operate.	OFF	OFF	Any	Electrical supply isolated at double pole switch.	Switch on electrical supply via the pullcord or wall mounted switch.
	OFF	OFF	Any	Fuse blown or MCB/ RCD tripped, indicating possible electrical fault.	Renew the fuse or reset the MCB/RCD. If fault persists, contact your installer.
Shower cycles from hot to cold.	ON	ON	Med/High	Overhead or handset blocked.	Remove and clean.
	ON	ON	Med/High	Water pressure below minimum required for appliance operation.	Make sure incoming mains water stopcock and/or appliance isolating valve is fully turned on.
	ON	OFF	Med/High	Temperature dial or heater setting too high.	Turn the heater selector knob to medium or turn the temperature control until a cooler temperature is achieved.
Unable to select a cool enough shower.	ON	OFF	High	Due to the rise in mains water supply temperature, the Heater setting may be too high.	Turn the heater selector control to medium and adjust the temperature control until a suitable temperature is achieved.
Pulsing of water flow between handset and overhead.	ON	OFF	Any	Diverter is not fully switched from overhead to handset.	Turn diverter lever to full extent.

Symptom	Power Light	Low Flow Light	Heater Low/ Med/ High	Probable Cause	Probable Remedy
Low or no flow.	ON	ON	Any	Other outlets (e.g. toilet, garden hose, washing machine, etc.) drawing water while the shower is being used.	Turn off other appliances whilst shower is in use.
	ON	OFF	Any	Handset/overhead blocked.	Remove and clean.
Operation of temperature control has little or no effect on water temperature.	ON	ON	Med/High	Handset/overhead or inlet filter blocked.	Remove and clean.

All the following remedies must be performed by a competent tradesperson!

Handset/overhead dripping.	OFF	OFF	Any	Insufficient water supply pressure for shut off.	Minimum static pressure to ensure shut off and prevent dripping is 20 kPa (0.2 bar). Note! If other appliances are operating, static pressure may drop below 20 kPa (0.2 bar). Contact local water company. Renew Flow Valve.
	OFF	OFF	Any	Flow valve faulty.	Replace.
Low or no flow.	ON	ON	Any	Water supply pipework or inlet filter restricted by a blockage or partial blockage.	Flush supply pipe. Clean inlet filter.
	ON	ON	Any	Insufficient water supply pressure/flow for operation.	Contact local water company. Supply pressure must be a minimum of 70 kPa (0.7 bar). Note! If other appliances are operating, pressure may drop below 70 kPa (0.7 bar).

(cont...)

Symptom	Power Light	Low Flow Light	Heater Low/ Med/ High	Probable Cause	Probable Remedy
Low or no flow. (cont...)	ON	OFF	Any	Service tunnel or cover not fitted correctly causing Start/Stop button not to operate.	Check case inserts are cut and fitted correctly. Check services (electrical or plumbing) are not interfering with location of service tunnel or cover.
	ON	OFF	Any	Flow valve faulty.	Replace.
	ON	OFF	Any	Heater tank excessively scaled.	Replace. In hard water areas, consider the use of a water softener.
Operation of temperature control has little or no effect on water temperature.	ON	ON	Med/High	Flow valve faulty.	Replace.
	ON	OFF	Med/High	Heater tank failure.	Replace.
	ON	OFF	Med/High	Microswitch failure.	Replace.
No change in temperature between Low/ Medium/High setting.	ON	ON	Any	Insufficient mains water pressure.	Contact local water company.
	ON	OFF	Any	Possible failure of flow valve, Microswitch, or Heater Tank.	Use a suitable continuity device to check the continuity of the microswitch or heater tank and replace parts as necessary.
Water will not turn off.	ON	OFF	Any	Flow valve, solenoid, or Start/Stop switch faulty.	Replace as necessary.
	ON	ON	Any	Supply pressure below 20 kPa (0.2 bar).	Contact local water company. Check mains water static pressure.
Appliance fails to produce hot water when set on Medium/ High heater setting.	ON	ON	Med/High	Insufficient water supply.	Contact local water company.
	ON	OFF	Med/High	Possible failure of thermal switch or microswitch.	Use a suitable continuity device to check the continuity of the microswitch or heater tank and replace parts as necessary.
	ON	OFF	Med/High	Heater tank failure.	Replace.

Maintenance

Inlet Filter - Cleaning/Renewing

Read the section “Important Safety Information” first

► Make sure that electrical supply is turned off at mains and water supply is fully turned off.

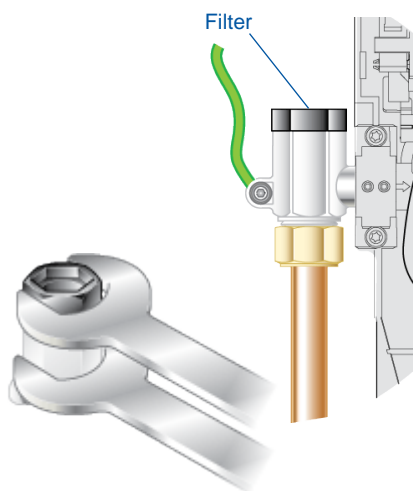
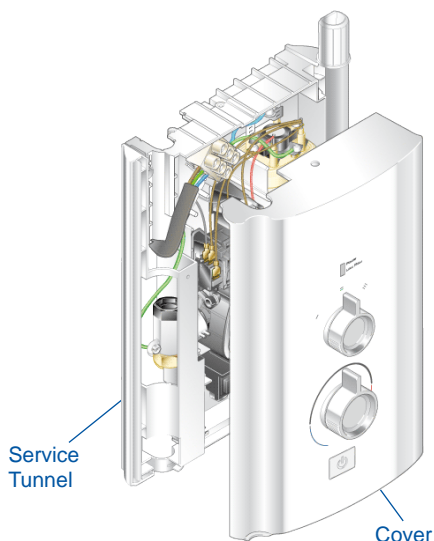
► Remove three screws. Carefully remove the cover.

► Remove service tunnel.

► Hold suitable wrench across flats of metal connector. Unscrew filter using another wrench as shown. Clean or renew filter as necessary. Refit in reverse order making sure filter is screwed fully home.

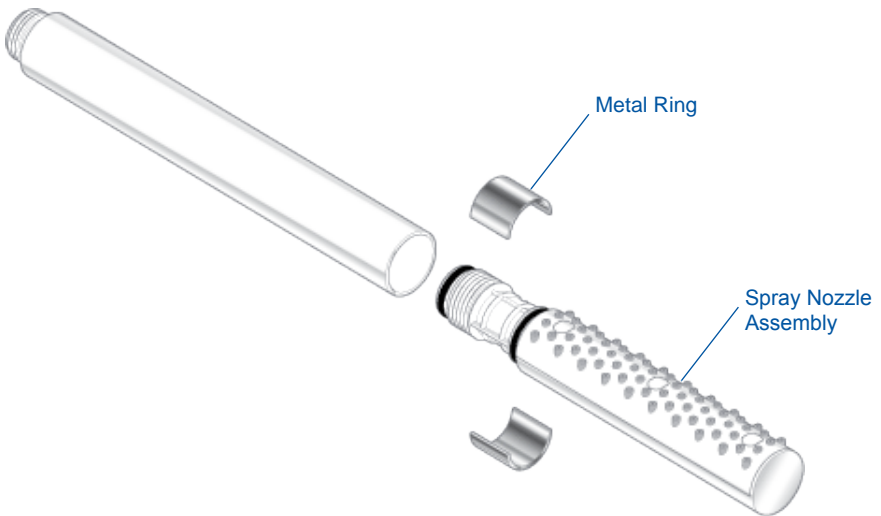
► Do not overtighten. Make sure plumbing connections are tight before restoring electricity and water supplies. Check for leaks.

► Refit service tunnel and cover. Make sure they fit correctly. Do not overtighten screws.



Handset - Cleaning

- ▶ Clean with mild washing up detergent or soap solution. Wipe dry with a suitable soft cloth.
- ▶ Poor shower performance can be avoided by cleaning the spray nozzles. For quick cleaning use thumb or soft cloth to wipe rubber nozzles. The handset and overhead must also be descaled regularly.



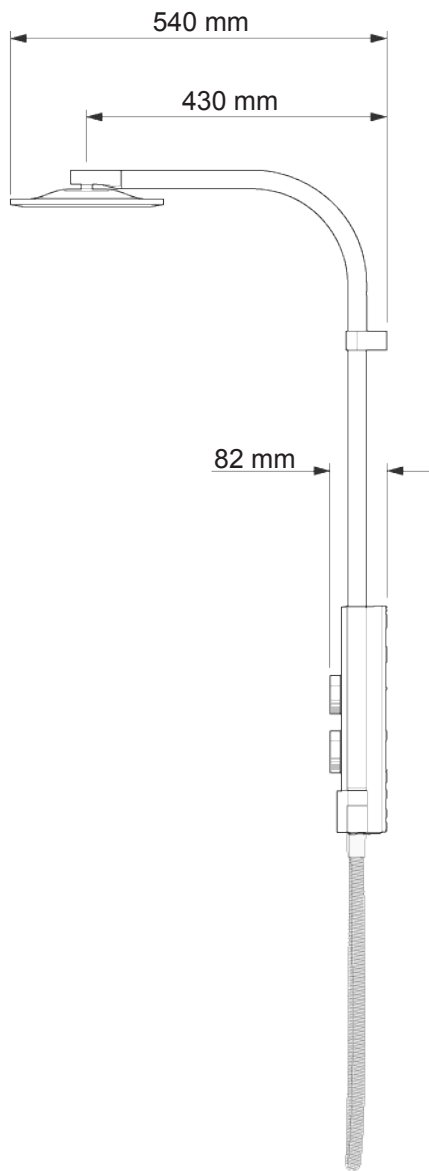
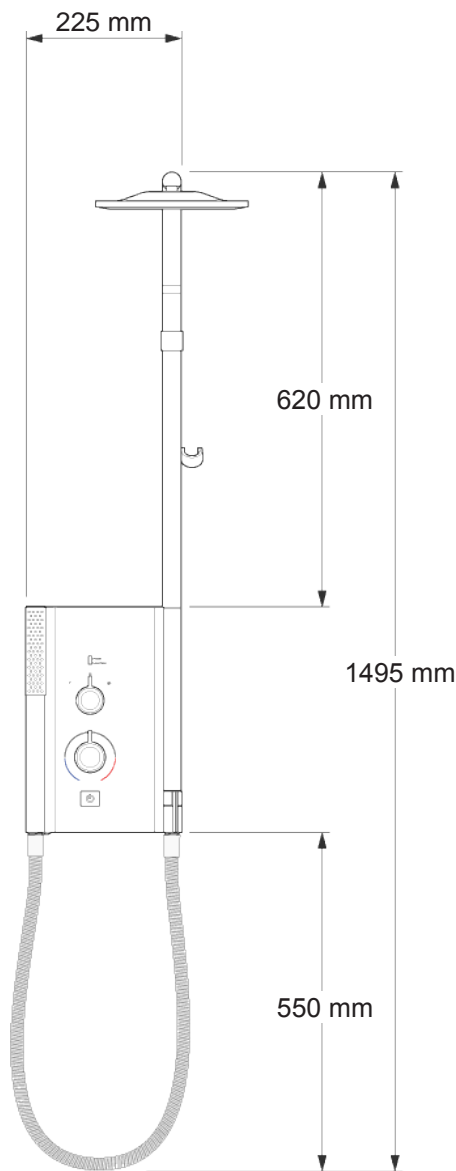
- ▶ Remove handset from hose (retain washer) and unscrew the spray nozzle assembly. Separate and retain metal rings then clean and descale spray nozzle assembly using a general plastic descalant.
- ▶ Reassemble and hold metal rings, then screw handset back together. Refit washer to hose and screw handset back on. Test shower if necessary.

Spare Parts

Mira Divisa

405.58	Inlet Connector Assembly
406.27	Inlet Filter (with 'O' seal fitted)
416.38	Clamp Bracket (Inlet)
416.41	Thermal Switch
416.48	Latching Switch
416.51	Solenoid Coil
872.01	Microswitch N/O - 2 pin
872.28	Microswitch C/O - 3 pin
1563.502	Heater Tank 9.0 kW 240V AC
1563.504	Heater Tank 9.8 kW 240V AC
1563.507	Flow Valve 9.0kW & 9.8kW
1563.509	Switching Assembly
1563.514	Low Flow Neon Assembly
1563.515	Power On Neon Display
1563.519	Terminal Block Assembly
1563.520	Wire Pack (not shown)
1603.063	Hose (including washers)
1677.210	Divisa/Elite ST Heater Tank 10.8 kW 240V AC
1677.211	Divisa/Elite ST Flow Valve Assembly 10.8 kW
1677.212	Divisa Outlet Elbow
1677.213	Divisa Diverter Assembly
1677.214	Divisa Cover Assembly
1677.215	Divisa Service Tunnel & Inserts
1677.216	Divisa Extrusion Set
1677.217	Divisa Extended Extrusion & Pipe (Extends Overhead by 125 mm)
1677.219	Divisa Pipe
1677.220	Divisa Overhead
1677.221	Divisa Handset
1677.222	Divisa Overhead Connector (Part D)
1677.223	Divisa Wall Bracket & Shroud
1677.224	Divisa Handset Holder
1677.225	Divisa Screw Pack - components identified 'A'
1677.226	Divisa Component Pack - components identified 'B'

Dimensions



Customer Services

Guarantee of Quality

Mira Showers guarantee your product against any defect in materials or workmanship, provided that it is installed and maintained in accordance with the instructions given in this guide.

To validate the guarantee, please return your completed registration card within 30 days of product installation.

Within the guarantee period we will resolve defects, free of charge, by repairing or replacing parts or modules as we may choose.

To be free of charge, service work must only be undertaken by Mira Showers or our approved agents.

Service under this guarantee does not affect the expiry date of the guarantee.

The guarantee on any exchanged parts or product ends when the normal product guarantee period expires.

Not covered by this guarantee:

Planned maintenance, or replacement parts required to comply with the servicing requirements of the TMV 2 and TMV 3 healthcare schemes (where applicable).

Damage or defects arising from incorrect installation, improper use or lack of maintenance, including build-up of limescale.

Damage or defects if the product is taken apart, repaired or modified by any persons not authorised by Mira Showers or our approved agents.

This guarantee is in addition to your statutory and other legal rights.

What to do if something goes wrong

If when you first use your shower, it doesn't function correctly, first contact your installer to check that installation and commissioning are satisfactory and in accordance with the instructions in this manual. We are on hand to offer you or your installer any advice you may need.

Should this not resolve the difficulty, simply contact our Customer Services Team who will give every assistance and, if necessary, arrange for our service engineer to visit. If the performance of your shower declines, consult this manual to see whether simple home maintenance is required. Please call our Customer Services Team to talk the difficulty through, request a service under guarantee if applicable, or take advantage of our comprehensive After-Sales service.

As part of our quality and training programme calls may be recorded or monitored.

Our Customer Services Team is comprehensively trained to provide every assistance you may need: help and advice, spare parts or a service visit.

Spare Parts

We maintain an extensive stock of spares and aim to provide support throughout the product's expected life.

Genuine Mira spares can be purchased direct from Customer Services or from approved stockists or merchants (locations on request).

Spare parts will normally be despatched within two working days. Payment can be made using most major Credit or Debit cards at the time of ordering. Should payment by cheque be preferred, a pro-forma invoice will be sent.

All spares are guaranteed for 12 months from date of purchase. Spares that have been supplied directly from us can be returned within one month from date of purchase, providing that they are in good order and the packaging is unopened.

Note! Returned spares will be subject to a 15% restocking charge and authorisation must be obtained before return. Please contact our Customer Services Team.

Note! In the interests of safety, spares requiring exposure to mains voltages should only be fitted by competent persons.

Service / Repairs

Our Service Force is available to provide a quality service at a reasonable cost. You will have the assurance of a Mira trained engineer/agent, genuine Mira spare parts and a 12 month guarantee on the repair.

Payment should be made directly to the engineer/agent who will accept most major Credit or Debit cards or a cheque supported by a banker's card.

To Contact Us

England, Scotland, Wales and Northern Ireland

Mira Showers Customer Services

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Sat 8:30 am - 3:30 pm

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Eire

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Divisa

Power
Low Flow



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